

Inquiry Reasons
For 10/1/2011 - 12/31/2011

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	1
	Rates/Policies	5
	Refusal to provide service	2
	Service quality/repair	3
		Total 11
Competitive Local Exchange Carrier		
	Billing	3
	Disconnection	3
	Rates/Policies	3
	Refusal to provide service	1
	Service quality/repair	15
	Slamming	1
		Total 26
Gas Distribution Companies		
	Billing	9
	Disconnection	10
	Rates/Policies	7
	Refusal to provide service	9
	Service quality/repair	16
		Total 51
Investor-Owned Electric Utilities		
	Billing	49
	Deposit	11
	Disconnection	58
	Line extension/upgrade charge	6
	Rates/Policies	30

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Utility Type	Inquiry Reasons	No. of
	Refusal to provide service	13
	Safety	3
	Service quality/repair	20
		Total 190

**Investor-Owned Water
Companies**

	Billing	18
	Disconnection	11
	Rates/Policies	5
	Service quality/repair	3
		Total 37

Local Exchange Carriers

	Billing	63
	Disconnection	10
	Line extension/upgrade charge	2
	Product Services	2
	Rates/Policies	22
	Refusal to provide service	13
	Safety	4
	Service quality/repair	106
		Total 222

Long Distance Carriers

	Billing	4
	Service quality/repair	2
		Total 6

**Rural Electric Cooperative
Corporation**

	Billing	13
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Utility Type	Inquiry Reasons	No. of
	Deposit	5
	Disconnection	16
	Refusal to provide service	5
	Service quality/repair	5
	Total	44
Water Associations		
	Billing	5
	Disconnection	3
	Rates/Policies	2
	Service quality/repair	2
	Total	12
Water Districts		
	Billing	17
	Disconnection	9
	Line extension/upgrade charge	1
	Rates/Policies	5
	Refusal to provide service	5
	Service quality/repair	12
	Total	49
	Grand Total	648